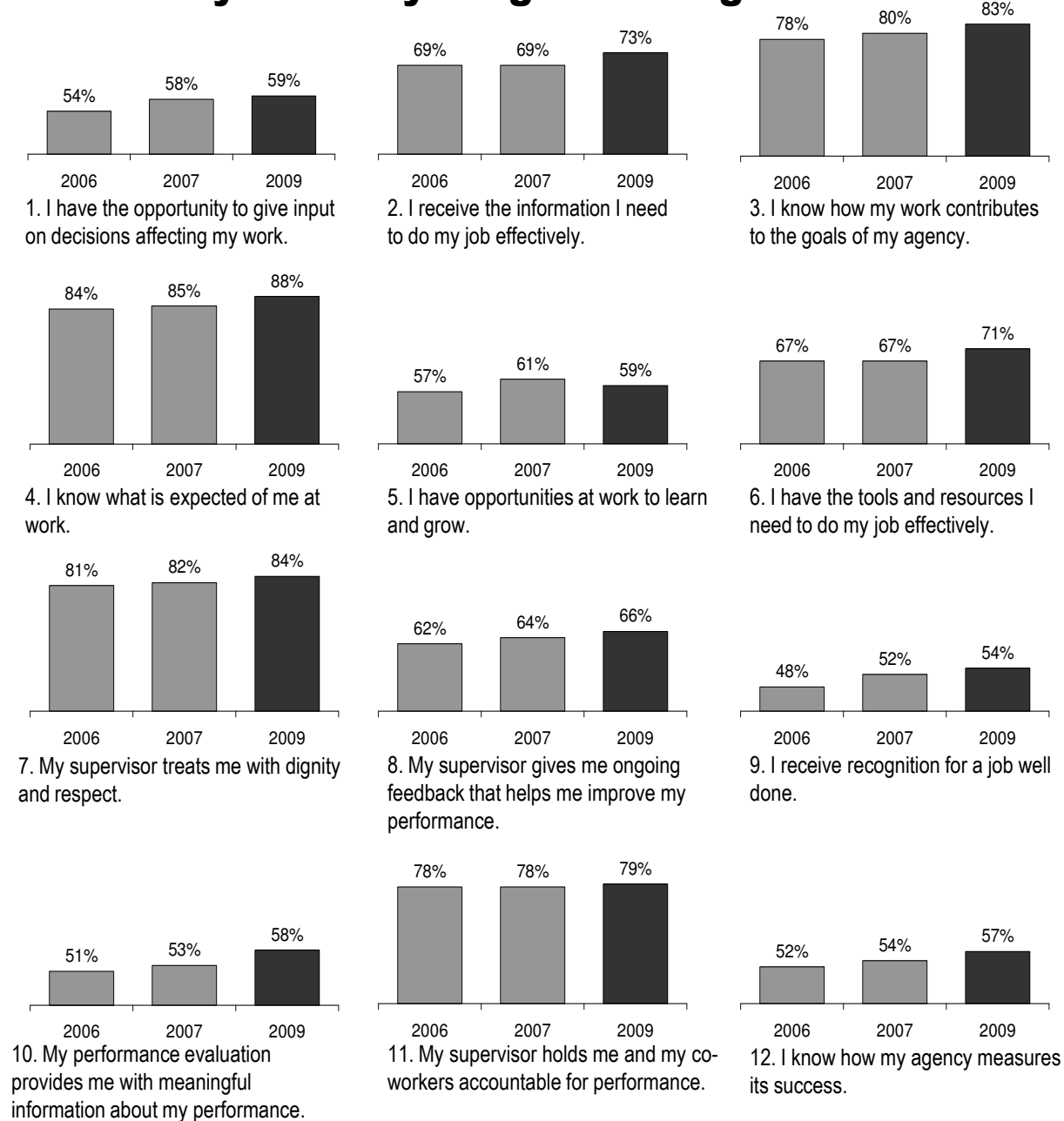


“Usually to Always” Agree Ratings



Notes:

- These charts reflect the sum of the 4 and 5 ratings for each question (scale of 1 to 5, where 5 is highest score).
- Scores improved on all questions, except #5.
- The most improved question was #10 regarding performance evaluations, which went up by 5%. Many agencies have placed more emphasis on completing performance evaluations on time and improving the quality of those evaluations. According to HR Management Reports, 79% employees had current evaluations in 2009, compared to 63% in 2006.
- Question #9 (regarding recognition) and question #12 (knowing how agency measures success) are still the lowest scoring questions. However, both continue to see improvement.
- The only question that lost ground was #5, regarding opportunities to learn and grow at work. The cause of this decline is unclear. Budget restrictions over the past year reduced training and put a damper on career advancement. This may likely be a factor.